Information Services Board (ISB) Meeting Minutes
Department of Labor and Industries Auditorium
Olympia, Washington
January 10, 1996

Members Present:	*Members Absent:*
Len McComb	Ann Daley
Hunter Simpson	Bill Anderson
Ruta Fanning	
John Franklin	*Others Present:*
Ed Lazowska	Todd Sander
Mary McQueen	
Steve Kolodney, ex officio	

Call to Order   Mr. McComb called the meeting to order.

Roll Call   Sufficient members were present to allow a quorum.

Approval of Minutes   The minutes from the October 11, 1995 Information Services Board (ISB) and the ISB Acquisition Subcommittee meeting were approved.

Mr. McComb announced a change to the agenda order. The Washington State Patrol (WSP) acquisition proposal would be the first agenda item. Mr. McComb stated that Shirley Smith, Director, Department of Services for the Blind, requested that the action item regarding Assistive Technology be deleted from the agenda. Following the WSP acquisition would be the update on the Public Information Access Policy Task Force, the GUIDE update, Year 2000 update, legislative update, and the agency projects update.

1996 Meeting Dates   Hunter Simpson moved for approval of the 1996 ISB meeting dates as identified in the ISB briefing book. The motion was seconded and adopted.

WSP Mainframe Upgrade   Craig Wilson, Computer Services Division Manager for the Washington State Patrol (WSP), and Dan Parsons, Data Center

Manager for the WSP, requested approval to upgrade the WSP mainframe computer at a cost of $2.7 million. The upgrade would provide capacity to accommodate current workload for the WSP and Department of Corrections (DOC) through the end of the current biennium, and would position the WSP Data Center to receive the Licensing Migration Application Project (LAMP) later in the biennium.

Mr. Wilson said the WSP is requesting a technical upgrade to the data center because the current processor is approaching 70 percent CPU utilization during peak periods (between 8:30 a.m. and 10:30 a.m., Monday through Friday). He said the data center is currently operating at 63 percent, and anticipates reaching the 70 percent capacity rate by June 1996. DOC is experiencing periodic response times of up to 30 seconds in their business-critical Offender Based Tracking System, and CPU utilization during peak periods is growing at a rate of 20 percent per year. Transaction rates during peak periods are growing at 10 percent per year.

Dr. Lazowska asked Mr. Wilson to identify the actual bottleneck on the system. Mr. Wilson stated that a third party performed an analysis and identified a bottleneck on input/output operations. The WSP did some fine tuning to the data center, brought in faster discs, more cache, and another controller and is still facing increasingly slower response times. Dr. Lazowska noted that a 63 percent CPU utilization does not explain the response time problem.

Mr. Wilson said the WSP wishes to purchase equipment and hardware features to support LAMP, including a processor to meet the LAMP workload and anticipated workload, and growth projections for the data center. WSP has established certain criteria for the

processor purchase. WSP is looking at a 390 processor or an equivalent.

Dr. Lazowska said it was stated that the I/O performance was the reason for the bottleneck, yet the two requirements for the upgrade were CPU capacity and memory capacity. Mr. Parsons said the requirements were in anticipation of workload growth for LAMP.

Mr. McComb asked the WSP to identify the elements of the proposal before the Board as they relate to expanding capacity for DOC and WSP, and the part of the acquisition that would be setting the stage for LAMP.

Mr. Parsons said there are two parts to the upgrade. One component sets a processor in place to handle the WSP and DOC workload. Beyond that are growth requirements for LAMP and for workload growth of all three agencies. He said the LAMP performance features are related to the database.

Mr. McComb asked if the technical needs for the H5 features would appear within the next two years when the applications necessary for LAMP are on-line. Mr. Parsons said that the LAMP transfer is approximately one year away. Mr. McComb said that the H5 requirement for the upgrade is to prepare for LAMP, not for the capacity upgrade for the current applications. Mr. Parsons said the H5 features would be present from the beginning. He said if the upgrade is made without the H5 feature, an additional processor would have to be installed in the future.

Mr. Parsons said the first alternative WSP is considering is to install the smallest 9021 processor on the market with the database H5 features. This processor fits within the floor space presently occupied by the 3090-400E. The second alternative is a CMOS processor,

9622 R53, which has 97 MIPS and the H5 database performance features. It is a newly manufactured processor which would also fit within the existing floor space, but would leave space for other hardware.

Ms. Fanning asked if there is an RFQ process in place, and how WSP already identified two alternatives with the specific hardware listed. Mr. Parsons said these alternatives were used only as examples. Ms. Fanning asked if WSP anticipates other bidders once the RFQ is put out. Mr. McComb asked if the RFQ will allow responses for a machine that can be installed now and provide an upgrade path to CMOS technology. Mr. Parsons replied that whatever they put on the floor now at the data center will be there for the next three to five years. He said there is not an upgrade path that moves from the 9021 series to the CMOS series.

Mr. Kolodney asked Mr. Parsons if the CMOS technology is presumed to be the winning technology for the bid. Mr. Parsons said with the information available they feel CMOS will be the winning technology.

Mr. McComb asked why the requirement for the acquisition implies that CMOS technology is desired. Mr. Wilson replied that WSP intends to write the RFQ based on business need and technical requirements, and that WSP anticipates responses from a number of vendors selling both new and used equipment. He further stated that CMOS is not a requirement. Ms. McQueen asked if the CMOS technology will be weighted more heavily in the RFQ evaluation process. Mr. Wilson said all proposals that meet the stated requirements will be evaluated on lowest cost.

Dr. Lazowska said that the CPU performance issue does not explain the response time problem. He asked how either of the outlined alternatives address the capacity problem. Mr.

Wilson said the capacity issue was addressed during the LAMP study, and that even without LAMP, WSP planned and budgeted an acquisition to meet WSP and DOC workload.

Mr. McComb said that linking the capacity upgrade with the LAMP preparation has the potential to be troubling since it would lock WSP into a single vendor for the next five years. Mr. McComb said if the RFQ clearly stated that substitution plans will be considered, that if vendors who do not have CMOS technology now but will have it when LAMP needs it, and that a bid could be submitted to address current capacity concerns yet be replaced with a different technology at a different date, the concerns may be alleviated. Ms. Fanning asked if this requirement would need to be included in the initial bid. Mr. McComb said it would, and that it would not be a separate bid process.

Ms. Fanning asked if the new hardware was necessary even if the capacity problem were solved. Mr. Parsons replied that the upgrade would be necessary to accept LAMP.

Ms. McQueen asked about the impact to WSP if the Board postponed making the decision. She asked if WSP had looked into requiring certain types of inquiries and workload to be done during non-peak hours.

Ms. Fanning moved the ISB table the acquisition, requested that WSP provide further information, and hold an ISB Acquisition Subcommittee meeting when the necessary information has been received. The motion was seconded and adopted.

Public Information Access Policy Task Force

Nancy Zussy, State Librarian; and Sam Hunt, Legislative Liaison, Department of Information Services; Co-Chairs of the Public Information Access Policy Task Force, gave an update on the final report of the task force. The

requirements of the report grew out of legislation adopted by the Legislature in 1993, which asked the task force to identify specific means of encouraging and establishing widespread public electronic access to public records held by state and local governments.

Ms. Zussy stated the goals of the task force were to guarantee broad public access to information, empower citizens to participate in public policy development and decision making, and to try to build better efficiencies into government operations and service delivery.

Mr. Hunt said the State Library Commission has formally endorsed the final task force report. Legislation is being written in both the House and Senate to take some of the broad principles of the report and put them into a bill.

Mr. McComb indicated there are several recommendations in the report that would need ISB action amending the technology plan and that he would like to see that process begin right away.

GUIDE Update

Satish Ajmani, Project Director for the Employment Security Department, General Unemployment Insurance Development Effort (GUIDE), and Ron Dischert, Deloitte and Touche Project Manager, gave an update on the GUIDE project's progress and plans. Mr. Ajmani said the project has spent approximately $6.6 million through the end of November 1995, from the restart of the project in May 1994, and is within the planned budget. The total GUIDE expenditures, from inception, are just under $20 million. The current proviso cap for GUIDE is approximately $25 million, which leaves a remaining amount of $5.2 million as of November 1995.

Mr. Dischert said the data conversion subsystem has been designed and is being

tested and the statewide test plan is being developed. Implementation planning for GUIDE has been completed and work is progressing for the business preparation component, training, user acceptance test, model office, production system implementation, and fallback and contingency plans. Several senior level consultants have been added to the staff, as well as 12 programmers. Database administration support has also increased. Some periodic reports and a few non-critical functions and interfaces have been deferred. The model office approach has been refined to reduce the complexity of the effort. The model office will begin April 2, 1996, with statewide production planned for May 6, 1996. There is one month of scheduled contingency within the revised project plan.

Mr. Ajmani said there is a very aggressive programming and testing schedule. He said the project schedule and budget are being monitored, and resources and assignments will continue to be adjusted as required. There are no additional costs from Deloitte and Touche, GUIDE has a fixed-price, deliverable-based contract, and that both parties have mutually agreed to phased delivery of function.

Dr. Lazowska asked Mr. Ajmani what options are available if GUIDE does not go into production on time. Mr. Ajmani said the project has one additional month of contingency which could be utilized.

Year 2000 Update   Clare Donahue, Deputy Director for the Department of Information Services (DIS), and Stan Ditterline, DIS Computer Services Division, presented an update on the Year 2000 project. DIS came before the Board in November 1994 to advise them of the potential impact of the conversion of calculations for anticipating the millennium. This issue affects both the public and private sectors. DIS has

raised awareness of this issue with other state agencies. An RFP has been issued for software analysis tools that can be installed at DIS and used by other agencies to provide a baseline metric for estimating the time and resources needed to change the two-digit date field. A steering committee comprised of representatives of the larger DIS customer agencies has been formed. Three phases have been identified: 1) acquire and install analysis tools; 2) install the conversion tools and assist with development of project plans; and, 3) manage conversion and test project outcomes for customer agencies.

Dr. Lazowska asked if an RFQ has been issued. Mr. Ditterline replied that a request for proposal was issued on January 8, 1996. Dr. Lazowska asked if anyone had already acquired a tool and what the track record was. Mr. Ditterline said that some large private companies have acquired tools, and that the tools are fairly successful in analyzing the problem.

Legislative Update

Steve Kolodney, Director, DIS, gave a report on recent legislative activity emanating from the sunset review of the ISB and DIS. In summer 1994, DIS put forth a proposal for a non-profit structure for its services activities. At that time, DIS and the ISB were undergoing sunset review by the Legislative Budget Committee (LBC). The final LBC report found that DIS and the ISB should not be eliminated, but raised the concern that the Legislature should consider separating the oversight function from the services function. In response, DIS and the Office of Financial Management (OFM) drafted legislation that proposes the following: 1) integrate information technology project oversight approvals with business planning activities by moving the oversight functions of DIS to OFM; 2) align strategic planning and policy with telecommunications and computing services;

and 3) enhance the role of the ISB by balancing oversight with policy and strategic planning by placing policy in the context of services, and by authorizing the Board to determine issues of precedent which will establish direction for the state in the use of technologies.

The LBC staff also drafted legislation that takes the Policy and Regulation Division (PRD) function as it currently exists and moves it to the ISB as a separate staff with an executive director, separate and distinct from DIS or OFM.

Mr. Franklin said strengthening the role of the Board is a very important step and said he feels it is important that the Board continue to improve in discharging its responsibilities. Mr. Simpson suggested there be more private sector representatives on the Board. Mr. Kolodney said that the LBC concurs with that recommendation.

Adjournment   The agency project update was deferred to the next Board meeting. The meeting was adjourned.